Licensing & Account Use Policy – Listening Beyond Words

1. Overview

This Licensing & Account Use Policy explains how subscriptions and accounts may be used for our online card-sorting activities and other digital tools.

It applies to all users, including individual practitioners, families, schools, and organisations.

By purchasing or using a digital subscription, you agree to follow this policy.

2. Individual Licensing

A. One subscription = one user

Each subscription provides access for one named user only.

This means:

- Each practitioner must have their own individual account
- Login details must not be shared with colleagues, students, or other staff
- Schools cannot purchase one subscription for multiple staff members

This ensures fair use and supports the sustainability of our small business.

B. Personal and professional use

Your subscription may be used:

- Personally (e.g., families)
- Professionally (e.g., EPs, teachers, therapists)

But it must always be used by the named account holder only.

3. School & Organisation Use

A. Multi-staff use requires multiple licences

If a school or organisation wishes to use the digital tools across several staff members, each staff member must purchase their own subscription.

We do not currently offer multi-user or site licences, but these may be introduced in the future.

B. Shared devices

If staff use shared devices (e.g., school laptops), each staff member must still log in using their own individual account.

4. Account Sharing & Misuse

A. What counts as account sharing

Account sharing includes:

- Giving your login details to another person
- Allowing multiple staff to use one subscription
- Using one account for group or team access
- Logging in on behalf of someone else

B. What happens if account sharing is detected

If we detect account sharing or misuse, we may:

- Suspend the account
- Terminate access
- Require the purchase of additional licences
- Decline refunds for breached accounts

We will always contact you first to discuss the issue.

5. Intellectual Property

All digital tools, card-sorting activities, designs, and content are the intellectual property of Listening Beyond Words.

You may not:

- Copy
- Reproduce
- Modify
- Distribute
- Resell
- Create derivative versions

of any part of our digital tools.

6. Data & Privacy

Our digital tools may include optional fields where you can enter information (e.g., child initials, practitioner notes).

Important:

- We do not store or access any information you enter
- Data stays on your device or browser
- You are responsible for ensuring any personal data complies with your organisation's confidentiality and data protection requirements

For full details, please see our Privacy / GDPR Policy.

7. Technical Access

We aim to provide reliable access to digital tools, but occasional downtime may occur due to:

- Maintenance
- Updates
- Server issues
- Internet connectivity problems

We will always try to minimise disruption.

8. Contact Us

If you have any questions about licensing or account use, please contact:

Listening Beyond Words

info@listeningbeyondwords.co.uk

We aim to respond within 2–3 working days.

9. Updates to This Policy

We may update this policy occasionally to reflect changes in our licensing model or digital tools.

The latest version will always be available on this page.